

**LAKE COUNTY COMMUNITY HEALTH CENTER
GOVERNING COUNCIL
March 27, 2014 Meeting Minutes**

1. **Call to Order:** Governing Council Chairperson Robert Tarter thanked everybody for coming and called the meeting to order at 12:04 p.m. in the Board Room of 3010 Grand Avenue Waukegan, IL

Members Present

Richard Brown
Eula Crawford
Maria Elena Lara
Frederick McConico
Mary Ellen Radtke
Mary Ross-Cunningham
Robert Tarter
Cynthia Trujillo-Vargas
Dorothy Volkert
Patricia White

Staff Present

Tony Beltran, MBA, Executive Director
Jeanne Ang, MCRP, Director, Primary Care Services
Ted Testa, MBA, Psy.D, Director, Behavioral Health Services
Jerry Nordstrom, MBA, Director, Administrative Services
Omar Cockey, MD, MPH, Dental Director, PCS
Denise Koppit, RN, MPH, Associate Director, PCS
Kim Wagenaar, RN, Associate Director, PCS
Sam Johnson-Maurello, LCPC, RDDP, Associate Director, BHS
Pam Riley, CPA, Finance Officer, Administrative Services
Diane Pelli, Business Manager, PCS
Mary Harris-Reese, RN, BS, MA, CQI Coordinator, PCS
Carolyn Waller, Media Specialist, Administrative Services
Jean Mina, Executive Assistant, Primary Care Services

Members Excused

James Macrowski

Staff Excused

Laura Schneider, Policy Analyst, Administrative Services

2. **Approval of Minutes: February 27, 2014:** The minutes from the February meeting were reviewed. No changes were made.

Member Patricia White made the motion to accept the minutes as presented. Member Mary Ross-Cunningham seconded the motion. All in favor. None opposed. The motion carried and was approved.

3. **Public Comments to the Governing Council:** There were no visitors who spoke at this meeting.

4. **Executive Director's Report:** Executive Director Tony Beltran reported that he attended the National Association of Community Health Centers (NACHC) Policy and Issues forum last week in Washington DC with Director Jeanne Ang, who will be sharing some information about this conference.

For the past nine months, ED Beltran and PCS Director Jeanne Ang have been in discussion with the Illinois Primary Health Care Association (IPHCA) regarding being part of creating a Managed Services Organization (MSO) in order for FQHC's to partner together as changes in managed care continues. The primary element of the MSO is a variety of services that are available and structured in a cooperative fashion. The goal is to provide assistance and guidance without hindrance. The MSO will allow the FQHC's to be involved in an advisory, policy-making, and collaborative function. This will help enhance and improve clinical outcomes.

We are in the early stages of creating the MSO. Year one is all about discussions on forming the MSO which will be owned by participating FQHC's. At the end of the first year, the attorney that will be working with us could also review our managed care contracts. The next years will be looking at clinical data and making recommendations based on the results of their review. This will be a long process.

LCHD/CHC will be responsible for the initial funding of \$2500 to assist in the formation of the MSO. Another \$7500 will be needed in the first year to fund payments upon execution of the operational agreement and for an escrow account.

Member Frederick McConico asked what managed care organizations are. He asked for more information on managed care. A quick answer to his question is that they are insurance companies that the state will be paying. In the next year 2015, more than 50% of patients who are on Medicaid will

have to be in a managed care plan. Another managed care presentation will be presented to this group soon.

Member Patricia White asked if the initial outlay of around \$10,000 has been budgeted. We have not anticipated for this particular need but we have the dollars for it. We know by the end of this year that we will have thousands more people who will be enrolled in managed care.

5. Director of Primary Care Services Report: The following items were presented for discussion and approval:

A. Items for Approval:

1. **Memorandum of Understanding (MOU) with Illinois Primary Health Care Association (IPHCA):** IPHCA asked interested FQHC's to form a Limited Liability Company (LLC) to form and operate a Managed Services Organization (MSO) to assist with business and operations guidance related to Medicaid Managed Care Organization (MCO) contracting, credentialing, and other matters.

Member Mary Ellen Radtke made the motion to approve the LCHD/CHC signing a Memorandum of Understanding to participate in the formation of a Managed Services Organization (MSO) through the Illinois Primary Health Care Association. Member Eula Crawford seconded the motion. A draft of the MOU will be made available once it is ready. All in favor. None opposed. The motion carried and was approved.

2. **Amended Timeline for Vision and Hearing Screenings:** LCHD/CHC submitted information to HRSA last year about vision and hearing screenings taking place in the schools and therefore services not provided by the FQHC. We heard back from HRSA regarding these services being required at the health center sites. We have started meeting this requirement and are using materials such as the Snellen charts and audiometers. In order not to incur more cost, we acquired the audiometer from other health department sources. At this time, these machines need calibrating and repair work. Vision and basic hearing screening services are currently being provided and will continue to be provided as necessary at all six health center sites. Secondary hearing screening with use of the audiometers will be offered in the health center sites by July 1, 2014.

Training from staff who have been visiting the schools are being given to our health center staff regarding vision and hearing tests. If there are issues that come up from these services, patients are referred to specialists.

Member Frederick McConico asked if the health centers provide hearing and vision tests as part of employment physical exams. Associate Director Denise Koppit answered that the health centers provide basic screening to our clients, including vision and hearing. For pre-employment exams, it will depend on what is being required of the patient. We will honor those requests as part of their visit.

Member Dorothy Volkert made the motion to approve the amended timeline for the offering of vision and hearing screening services in the health center sites per HRSA requirements. Member Mary Ellen Radtke seconded the motion. All in favor. None opposed. The motion carried and was approved.

B. Approval of Grants:

1. **Supplemental Grant Funding from IDPH \$112,000:** LCHD/CHC received supplemental grant funding from the Illinois Department of Public Health as part of the Affordable Care Act In-Person Counselor grant program. The \$112,000 supplemental funds will be used to add 5 FTE navigators for the period of February 1 through June 30, 2014.

Members Pat White and Mary Ross-Cunningham inquired how these staff members are hired. The five navigators were pulled from a pool of already certified navigators. Since the ACA marketplace enrollment is ending, there is no time to get brand new people hired. Training for new navigator takes at least 40 hours and there are people already trained and certified who were able to start the enrollment process right away.

Member Pat White mentioned the diversity and fairness in hiring staff. Member Mary Ross-Cunningham reiterated her call in ensuring that people who are hired are the most qualified for the open positions at the health department. She repeated what she had said in the past that there are members of the community who are qualified and apply for open positions but are not hired. Mary would like to see the best candidate hired for the position they apply for. She said there must be equal opportunities for all candidates. She requested to see a report of the percentages and breakdown of each ethnicity of staff holding higher levels of positions in the whole agency. Mary wants to know how many African-Americans are holding higher positions in the agency. Member Cynthia Trujillo-Vargas reminded the board and the staff of having cultural sensitivity and diversity in all positions. She added that we would like people in our community to come to us also as employees. A make-up of the ethnic breakdown and nationality of the agency will be reported at the next meeting.

Member Frederick McConico added that he empathized with member Mary Ross-Cunningham in her legitimate request and will support her in her effort to try to speak for those who have virtually no voice. He added "it is our job to come in and look at the demographics of representation since ethno-political warfare is a reality." He added that we have a very complex array of services and we are here to help the agency serve their clients. We need to have a humble and respectful relationship.

Member Mary Ellen Radtke made the motion to approve the supplemental grant funding of \$112,000 from the Illinois Department of Public Health allocated to various accounts in PCS for the assistance and enrollment of Lake County individuals in new health insurance options through the Affordable Care Act. Member Eula Crawford seconded the motion. Roll Call vote yielded ten ayes and no nays. Aye Votes: Brown, Crawford, Lara, McConico, Radtke, Ross-Cunningham, Tarter, Tujillo-Vargas, Volkert, White. The motion carried and was approved.

2. **Grant Funding from the Peoria Memorial Affiliate of the Susan G Komen Foundation, Inc. \$17,100:** LCHD/CHC has received a grant from the Peoria Memorial Affiliate of the Susan G. Komen Foundation in the amount of \$17,100. These funds will be used to provide screening mammograms to uninsured Lake County women between the ages 40-49. The goal of the program is to provide 116 women with screening mammograms. The grant period is January 1-December 31, 2014.

Member Mary Ross-Cunningham made the motion to approve the grant funding of \$17,100 from the Peoria Memorial Affiliate of the Susan G Komen Foundation allocated to the breast and cervical cancer services program. Member Eula Crawford seconded the motion. All in favor. None opposed. The motion carried and was approved.

3. **Application for HRSA BH Integration Grant:** LCHD/CHC, through HRSA is applying for a Behavioral Health integration grant. The grant would provide \$250,000 in funding per two years to increase the amount of behavioral health services offered at our sites. This will improve the coordination of care between primary care and behavioral health providers working at the clinics and it is in alignment with our strategic plan of continuum of care in our health centers.

Member Mary Ellen Radtke made the motion to approve the application to Health Resources and Services Administration for \$250,000 in funding to expand behavioral health services in the health center sites. Member Richard Brown seconded the motion. All in favor. None opposed. The motion carried and was approved.

4. **Application for HRSA PCMH Facility Improvement Grant:** LCHD/CHC is applying for a grant that will fund the renovation of the Belvidere Medical Building to improve its ability to serve our clients in a Patient Centered Medical Home model. This is a one-time capital funding for a maximum of \$250,000.

Member Richard Brown asked how much space will be renovated at BMB. One wing on the second floor where Adult Care is going on now will be revamped. Chairperson Bob Tarter asked if the PCMH medically managed home will interfere with the managed care grant or will it promote that as well. Jeanne Ang answered that the managed care contracts are more of a payment source. The PCMH is working on closing the loops like making sure that referrals are done correctly. They will not interfere with each other.

Member Patricia White made the motion to approve the application to Health Resources and Services Administration for \$250,000 in Patient Centered Medical Home facility improvement funding to renovate the Belvidere Medical Building. Member Mary Ross-Cunningham seconded the motion. All in favor. None opposed. The motion carried and was approved.

C. Informational Items:

1. **Customer Service Email from a Case Management Client:** A note from one of our clients was shared to the board. The client praised and thanked our Senior Therapist for the service that she provided them. Member Frederick McConico wanted to know what kind of intervention was given to the patient. Due to patient confidentiality, the details of the visit cannot be disclosed. Member McConico understands that information on the patient and the visit are confidential and cannot be discussed. ED Tony Beltran explained that generally in behavioral health, the counselors find out what the source is to figure out the process. In some cases, the patients do need pain medication and in other cases where the issue is behavioral, the process may be different. So the process or intervention varies with different patients.
2. **Invitation to the Employee Recognition:** Members are invited to the employee recognition breakfast on Friday, April 25, 2014 at the Thunderhawk Golf Course in Beach Park. The breakfast is to acknowledge and appreciate employees who are celebrating their anniversaries and honor them for their service and long tenure at the health department.
3. **Highlights from the National Association of Community Health Centers (NACHC) Policy and Issues forum:** The purpose of this conference is advocacy where we talk to our legislators to advocate for continued funding. The health center program is funded by two different lines: the discretionary appropriation and the health center fund. This is the final year for the health center fund. Should that fund not be renewed, we will be in dire straits because there will be a 70% reduction of care – this will be catastrophic to us. So we were there advocating for continued funding to allow us to continue to give care to our uninsured and underinsured.

In addition to health centers, the National Health Service Corps and Teaching Health Center programs also face looming funding cliffs. The NHSC provides scholarships and loan repayment to providers that commit to serving underserved areas. The teaching health center program is an innovating effort focused on growing the supply of primary care providers trained in community- based settings. Member Bob Tarter shared the article in the News Sun about placement day at Rosalind Franklin University that mentioned that many of those people are talking about going to underserved communities in order to take part of this program.

Member Mary Ellen Radtke asked how receptive our legislators were with our advocacy. Jeanne Ang said that they were very receptive. Congressman Brad Schneider is responsive to us. There is a bi-partisan support to community health centers.

D. Items for Future Meetings: None was discussed at this time.

6. **Medical Director Report:** The report from the Interim Medical Director Dr. Ann Trauscht was included in the packet.

The Personnel Committee has reviewed the credentialing and privileging of the following provider and has recommended approval from the Governing Council:

A. Approval of Integration of Behavioral Health Physicians to Primary Care Services:

1. Dr. Hargurmukh Singh, Psychiatrist.

Member Eula Crawford made the motion to approve the credentials for outpatient Psychiatrist Dr. Hargurmukh Singh. Member Dorothy Volkert seconded the motion. All in favor. None opposed. The motion carried and was approved.

B. Approval of Staff Reappointments - The Personnel Committee has reviewed the re-credentialing documents including verification of licensure of the following providers. The committee has recommended approval from the Governing Council for reappointments:

- 1. Dr. Abdul Aziz, BMB Part-time Internist, 34 years**
- 2. Dr. Chhaya Chandel, NC Part-time Pediatrician, 12 years**
- 3. Dr. Joseph Gibes, NSHC Flex Family Medicine, 6 years**
- 4. Dr. Miriam Whiteley, NSHC Flex Family Medicine, 6 years**

Member Dorothy Volkert made the motion to approve the reappointment of the above-mentioned providers. Member Cynthia Trujillo-Vargas seconded the motion. All in favor. None opposed. The motion carried and was approved.

- 7. Dental Director Report:** The report from the Dental Director Dr. Omar Cockey was included in the packet. Dr. Cockey added that the Dental Quality Improvement Team (DQIT) had their third meeting to discuss quality improvement including risk management. The team developed a peer review document which will be used for dental peer reviews. Member Bob Tarter asked what measurements are going to be used for the peer review. Dr. Cockey replied that they will be using benchmarks to collect data. The HRSA standards are going to be used.

Why are the routine appointment wait times in Midlakes higher than other sites? There are workforce issues at this site with five dental chairs and only 1 or 2 providers and one dental assistant.

- 8. Finance Director Report:** Finance Director Pam Riley submitted the financial reports from February, 2014. The FQHC has a deficit of \$362,769. The Medicare and fee revenue lines are running ahead of the budget. We are monitoring expenses very closely.

The auditors were here last week. The audit is not complete yet but we are not aware of any management issues at this point. The financial audit is a county-wide comprehensive audit. It looks at what we report on our financial statement and reviews our internal controls to ensure that there is enough oversight. The single audit focuses on specific grant dollars. The federal and state governments look at operational items. It looks at funding for certain programs and from a fiscal standpoint checks that we are following the guidelines of grant funding. We are using the same auditors hired by the county.

9. Subcommittee Reports:

A. Approval Item: Standard Operating Procedures (SOP) Committee: Associate Director

Denise Koppit presented the SOP committee report including the list of SOP's reviewed in 2013.

Some policies were deleted due to their addition to the agency's policy list in Sharepoint.

Member Patricia White made the motion to accept the SOP Committee report. Member Cynthia Trujillo-Vargas seconded the motion. All in favor. None opposed. With the addition of CQI member Deborah Fitzenberger as an SOP committee member in the list of SOP Committee members, the motion carried and was approved.

- 10. Old Business:** Member Patricia White referred to the presentation made by Erie Family Health Center in February. Member White said she did some research on Erie and found that Erie is on the list of Chicago's Top Workplaces based on how their workers credited the agency as having dynamic, supportive, and inclusive cultures. Member White added that the discussion with Erie Family Health Center's CEO and COO last month was very interesting. We are collaborating with them but they are still prime competition as another health center in Lake County. She said that whatever system we have must be able to withstand what Erie has because we are competing with them and with other private

providers in Lake County. If our patients are not satisfied with our service, we will be losing them to these private providers and probably to Erie.

Member White asked about the follow-up on the employee engagement survey that was done last year. She wanted to know what is being done to improve the areas that scored low on the employee survey and how action plans are going to be implemented. We need to ensure that we do our due diligence in closing the gaps because we might lose very good knowledgeable staff who might be thinking of applying for jobs at other places including Erie.

Executive Director Beltran said that we are pretty close to finalizing the action plans from the recommendation of the employee engagement task force. This group of fifty, non-management employees met several times to look at the survey results. They reviewed the areas that we did extremely well and focused on the areas that need improvement. At the Senior Team meeting on the 10th of April, the recommendations from the task force will be presented and discussed. Solutions to the least scored areas and a timeframe for implementation will be shared. This information will be reported to the Governing Council in future meetings.

Member Patricia White added that we need to keep an eye on this issue. She requested frequent reports and information shared to the Governing Council. Member White added that we need to keep track of connectivity issues as well.

11. New Business: There was no new business discussed at this meeting.

12. EXECUTIVE SESSION: There was no executive session at this meeting.

13. Adjournment And Next Meeting:

Thursday, April 24, 2014 at 12:00 noon at the 3010 Grand Avenue Board Room

Member Mary Ross-Cunningham made the motion to adjourn. Member Eula Crawford seconded the motion. All in favor. None opposed. The meeting was adjourned at 1:32 p.m.

Respectfully submitted,

Dorothy Volkert, Secretary